6.2 ACCESS AND COMMITMENT WINDOW

Once the user has selected the correct trouble category from the Main Menu and correct option on the subsequent sub-menu(s), TAFI begins the actual flow (internally programmed logic to resolve the described problem). Depending upon the answers to the questions that TAFI asks (using the Query Window - remember?), TAFI will run test, check translations, etc. etc.

To complete the trouble report, a number of additional pieces of information must be secured and entered into the system. The user may have obtained some of this information already from the customer or the customer volunteered it.

TAFI provides a pop-up window to capture this data. During the process of entering the report, the Access and Commitment window will appear when TAFI is ready for the information. The user can cause this Access and Commitment window to appear by depressing F9. Let's take a look at a completed Access and Commitment window:

```
  REACH# 8005551234
 REMARKS CLEC#1234567890
 ACCESS# =_________
  REP BY Gene_____
NEW COMM AS_____
 ACCESS: A _____   B _____
      OS 07-29-94 0600P
      AS 07-29-94 0600P
      BC _____
  CUS DT _____
    NOTE _____
     CAT CD   IRATE N   CC N
TRBL DESC NDT  ****  ____ ____
ADTNL NAR %SKIONE /DOG IN YD
 DT RECVD _____
     MTR: _
EMAIL: _____
```

Figure 36 – Access & Commitment Window

In this particular trouble, the CLEC's customer reported a problem with No Dial Tone. Let's look at each field and explain what is expected (and what is required):

6.2.1 REACH *(Telephone Number) (REQUIRED)*

This field is used to enter the area code and telephone number where the customer can be reached should a BellSouth technician need to contact them about this trouble report. Why would BellSouth want to call the customer back? Several reasons:

1. To let him know when the problem is resolved (if you don't clear the trouble while the customer is on the initial call).

2. In case an MA (if the trouble was sent to the TECH group) or field Technician (if the trouble was dispatched) has some additional questions, or needs some clarification about the trouble condition, to resolve the trouble.

Ten digits are required in this field. If **no** Reach number is available (i.e., there is no way to contact the customer), you may enter a 0 zero (and TAFI will populate the LMOS record with ten 0's). This is a positive confirmation that you asked for a number and none was available.

For CLEC trouble reports, the CLEC's contact number is always entered in the REACH number field. This should be a toll free number (800/888/877) which will allow easy access for the BellSouth field technician to call.

6.2.2 REMARKS

Since the CLECs will always enter their contact number in the REACH field, the REMARKS field is available for other data. Since the CLEC's company name goes in the NARRATIVE field (see Section 6.2.14), a number of CLECs who track troubles in their own system would like to cross reference their internal tracking number on the LMOS report. We have adopted the REMARKS field as the standard place for this information. The entry should begin with **CLEC#** followed by their systems reference number (i.e., CLEC# 12345). For CLECs who do not wish to cross-reference their internal system's number, this field should be left blank on CLEC reports.

6.2.3 ACCESS *(Telephone Number) (REQUIRED)*

In a number of situations, the technician would go to the customer's home to repair a trouble and could not get in (i.e., the customer wasn't home). This delayed the repair process ... and made for some very unhappy customers.

Since the LMOS trouble report does not have a field for Access number (a number the technician can call to arrange access to the property in the event the customer is not home) we require the TAFI user to enter the ten digit Access Number information as the first entry in the narrative field. If the Access Number is in the same area code as the number reported in trouble, you may enter just the seven digit Access Number to save narrative space. (We'll talk about the narrative field in just a little while). If you were processing trouble reports using LMOS, you would have to make the following entry in the LMOS narrative field:

ACN=5551212 or NOACN (if no access number is available)

Fortunately you are using TAFI and TAFI does this work for you. When you enter a value in the Access field, TAFI takes the appropriate steps to translate your input to the LMOS narrative line. The values you can enter are:

1. A 7 or 10 digit telephone number - TAFI enters "ACN= 7 or 10 digits"
2. A single 0, meaning no access number available, TAFI enters "NOACN"
3. If the Access number is the same as the Reach number, enter an equal sign (=) TAFI enters "ACN=S" (meaning it's the Same as the Reach number)

All trouble reports not cleared by you on the initial contact must have an Access number. Since you will typically be at this Access and Commitment window prior to knowing if you can resolve the problem, it's a good idea to just get the Access number in all cases.

CLECs want BellSouth to contact them for all customer interactions and they in turn will arrange for access. Therefore, for CLEC trouble reports, the CLEC's contact number should be entered. Since the CLEC's contact number is already populated in the REACH field, the CLEC user only has to enter the equal sign (=) and TAFI will automatically populate the number in LMOS. (Actually, TAFI will place "ACN=S" in the narrative telling the technician that the access number is the same as the Reach telephone number.)

6.2.4 REP BY *(Reported By) (ALWAYS REQUIRED)*

For audit purposes, we must know the name of the person reporting the trouble. This name should be entered here. The name must be specific!

> **For CLEC generated trouble reports (and for reports taken by BST employees for a CLEC) the name of the CLEC employee entering or reporting his customer's trouble report must be entered in the REP BY field. This ensures that if the BellSouth technician needs additional information about the particular report, he/she will call the CLEC's REACH number and ask for the person listed in this field.**

6.2.5 NEW COMM *(New Commitment)*

The "New Commitment" field is where you indicate what the commitment date and time is to repair this customer's trouble. TAFI will default the "established value" based on its internal rules for Out of Service (OS) or Affecting Service (AS) conditions (see OS, AS, BC below for established values).

"Commitment" (sometimes referred to as "Appointment") is the date and time that we expect to have the customer's trouble condition repaired. This commitment time is our best estimate of how long it will take to resolve a given type of problem in the customer's geography. For example, when we tell a customer that *"we will have your problem fixed by 5 PM tomorrow"*, we mean that we expect to have it fixed no later than 5 PM tomorrow.

⇒ **Note:** The key word in the commitment statement to the customer is "by". A commitment of 5 PM tomorrow doesn't mean that the trouble will not be fixed until 5 PM. To the contrary, we often repair troubles much sooner than the stated commitment time. Most people feel better with a specific repair time and our commitment time sets the outside edge of the repair window.

You should always "sell" your customer on the established commitment time. Should you negotiate a different value (more on negotiating commitments will come later), just over-type the "OS" or "AS" with the new values. Commitments MUST be stated in a specific format:

MM-DD-YY NNNNA (or **P**)

For example, if you establish a commitment time of July 30 at 4:00 PM, the entry on the New Commitment field would be "07-30-00 0400P".

Once you determine the appropriate commitment date and time you MUST ask the customer to agree to that time. This establishes the proper expectations in the customer's mind as to when their trouble will be resolved.

6.2.6 ACCESS (A __ B__)

Depending upon the type of trouble reported, the technicians may need access to the customer's home to repair a problem. To ensure that access to the property is available you will verify with your customer that someone will be available to let the technician in. This step ensures that we can repair the trouble on the first visit, and avoid a "No-Access" situation. (i.e., Either the customer will be home all day or they have made arrangements with a neighbor, etc. ... see why the Access number is so important?)

Sometimes the customer may limit the hours of the day that we can access their property. For example, the customer might say: *"I have to take my wife to the airport in the morning and I will not be home until 10 AM."* This information will cause you to populate the "A" field with 1000A (our standard format for 10 AM) which tells the technician that access to the property is available **A**fter 10 AM. Another example might be: *"I have to leave at 4 PM to get to work."* With this information, you would populate the "B" field with 0400P which tells the technician that access is available **B**efore 4 PM.

⇒ **Note:** When populated, the "B" field MUST match the commitment time. Either you negotiate with the customer to provide access up to the established commitment time (i.e., have a neighbor or relative at the property) or you change the commitment time to match the "B" field value. In other words, we can not tell the customer that we will have their trouble repaired by 6 PM when the customer tells us that access to the home stops at 4 PM.

TAFI now evaluates the information provided for a report and determines if there is a high probability for a premises visit (where access is required). For example, if we take a Physical trouble report or the test results indicate a ROH, either of which is a candidates for a premises visit. **If any of these conditions exists, TAFI will require you to enter values in both the "A" and "B" fields.**

- If the customer indicates that they will be home all day, enter A = 0800A and B = established commitment time.

- If the customer limits our access to a smaller window, your first approach would be to negotiate for access all day (i.e., key with a neighbor, etc.). If that is not acceptable then populate both the A and B fields with the specified time.

So, for the examples stated earlier, the complete answer would be A = 1000A, B = 0600P (assuming a 6 PM established commitment) and A = 0800A, B = 0400P.

6.2.7 OS, AS, BC

Our repair response time is prioritized to address the needs of those customers who do not have service first (Out of Service - OS) and then to work on those troubles that only affect service (Affecting Service - AS). A third classification used in the Eastern states is the Bulk Commitment (BC). We will address each of these type of commitments later in this lesson.

Commitments are established, for each unique geography, by the Work Management Center (WMC) and these are loaded into LMOS. Each geographic area is served by a team of technicians who are responsible for all of the installation and maintenance activities in their area. A "unit number" is assigned for each class of customer (i.e., residence, business, coin, complex, etc.) in each geography. This "unit number" is part of the customer's line record in LMOS and is the key for routing work to the correct location.

The commitment time is based upon a number of factors. Some of these factors include: type of trouble (i.e., translation problems may take less time than repairing an open cable pair), the available work force in the geography, the number of pending troubles for the geography, technician productivity (number of troubles handled per day), etc.

6.2.8 CUST DT

The "Customer Date & Time" field will be used to indicate the **commitment time desired by the customer**. This field is intended for a potential new offering, the "Service When You Want It" program. This field is not used today.

6.2.9 NOTE

This **Note** field allows you to enter a reminder which will be displayed on the Queued Reports display should you have to queue a report. The use of this field is optional, but recommended when you negotiate some arrangement with the customer to resolve the trouble. We will talk more about queuing reports in Section 8.1, Queuing a Report.

For example, if the customer tells you that they will not be home until 2 PM and you have to complete some tasks to resolve the problem, you would enter "*CB > 2P*" in this note field. Then when you see this report in your queue, you will be reminded to call back after 2 PM. This note field information is also presented to your Manager when he monitors the status of queued reports.

6.2.10 CAT

This "Category" field displays the category of report taken. The values include

- "CD" for Customer Direct,
- "CX" for Customer eXcluded and
- "EO" for Employee Originated.

These categories are discussed in Section 6.3.

6.2.11 IRATE

The default value for this field is N (no). If the customer appeared angry or highly upset during your conversation, change the value of this field to "Y". This flag helps the technician take the appropriate steps while dealing with this customer.

6.2.12 CC

The "Customer Comments" flag (Y/N value) indicates if the customer had some specific comment about how we handled a given situation and you made a notation of this comment in the narrative line on the trouble report. For example, if the customer told you that technician Jones did a great job fixing the phone but he left his test set on the back porch, you would want to enter something like "Tech Jones did grt jb" in the narrative (along with "nds 2 get test set") and change the "CC" field to "Y."

6.2.13 TRBL DESC *(Display Only)*

As we mentioned earlier, LMOS has a family of trouble description codes (TDC) that define the type of problem reported. For basic line troubles, this set includes NDT, CCO, CBC, MEM, MCAL, TRAN,

PHYS, MISC and DATA. The good news is that TAFI automatically selects these for you based upon the information you provide.

Notice that LMOS has provisions for up to four TDC's per trouble. In our environment, the first TDC is the trouble we are reporting and the additional codes act as "modifiers". The second TDC position is always the Out Of Service status code (OOSY / OOSN). (In the past we asked for the customer's perception of whether he is out of service or not. Today TAFI determines the OOS status based on the nature of the problem and test results.) Also, once TAFI determines the value for this field, you cannot change it so TAFI displays four asterisks (****).

Another TDC you may see displayed is "BKDT" which is the "Back Date" code. The Date and Time that the customer calls in a trouble report MUST be included as part of the official record. Since it typically takes only three minutes (+/-) to process a customer's trouble report, we have agreements with the regulators (PSC's) that the time we send the report to LMOS is the official Date and Time received. However, if we place a report in queue, there could be a considerable length of time delayed prior to sending it to LMOS (10 - 30 minutes, or more). Therefore, every time we place a trouble report in queue, TAFI will automatically generate the BKDT code and place a backdate "reason" in the narrative. In the narrative (on the final or Trouble Report screen) you will see BK05 which means the reason for this backdated report was because it was placed in the TAFI queue.

Again, TAFI automatically places these LMOS TDC's on the screen for you. However, isn't it more comforting to know what they mean?

6.2.14 ADTNL NAR

The narrative line is part of the LMOS record and it gives you the opportunity to add descriptive information for the technician (or document what you did.). This narrative line is limited to 99 spaces

Good News / Bad News ...

Should you place a report in queue and then the results of the analysis indicate that the report should be dispatched (in or out), TAFI will automatically make that decision for you and send the report. So, the good news is that we do not delay dispatching troubles that TAFI cannot fix.

⇒ **Note:** You may have several reports in queue and suddenly the number you have is less than what you expected. There are a number of reasons why this happens and the "Automatic Queue Processing" option is just one.

The bad news with this arrangement is that the narrative line is only accessible on the Trouble Report screen and this screen is not presented to you until after TAFI has determined the course of action. Then, if you had narrative information to add to the report, it was lost. The solution to this situations was to add this "Additional Narrative" line on the Access and Commitment window. Any information you enter on this line will be added to the end of the narrative line.

For CLEC trouble reports, always enter the abbreviated name of the CLEC Company in the NARRATIVE field preceded by the percent (%) sign. This will alert the BellSouth technician that the REACH number will be the CLEC's location and not the end user. (See Section 15.8 for a current list of abbreviated CLEC names.)

In our example we entered "%SKIONE" to indicate the CLEC company name. Additional information, up to 19 characters total, could be entered. For example, the customer was alerting the technician of a dog in the back yard so the Adtnl Nar entry was "%SKIONE /DOG IN YD".

6.2.15 DT RECVD

The Date / Time Received field is the last entry on the Access and Commitment window. Normally this field is blank because the official "time stamp" (for when we received a trouble report from the customer) is applied when TAFI sends the report to LMOS. Should we place a report in queue, then the time the report was initially taken in TAFI becomes the official DT Recvd time. TAFI automatically populates this field when a report is placed in queue.

6.2.16 MTR

This field is used when processing Multiple Trouble Reports (see Section 6.8). If this report is the "Parent", enter the letter "P" and/or if this report is a "Child" report, enter the letter "C".

6.2.17 EMAIL

This field is only used by BST employees.

6.3 CATEGORY OF REPORT

As mentioned earlier, every time a customer calls regarding their telephone service, a record of that call must be entered into LMOS (the official trouble tracking system).

⇒ **Note:** Remember that TAFI is just an interface between you and LMOS (and all the other downstream systems used to manage/facilitate the repair of trouble conditions). TAFI does maintain some statistics on all of your activities but LMOS is the official record used by PSC's, the FCC and others to measure the quality of service.

Periodically, BellSouth must provide the regulating bodies with detailed reports describing how well we provide service. Since these regulators are representing the customers' interest, we provide reports specifically detailing work we do when responding to the customers' call for assistance.

Since ALL trouble reports are entered into LMOS, we must have a way to distinguish between them. Hence we have developed the "Category" of report ... and each trouble report entered into LMOS must have a category assigned to it.

There are three categories of trouble reports that you will use. They are:

- "CD" (Customer Direct)
- "CX" (Customer Excluded)
- "EO" (Employee Originated)

6.3.1 CUSTOMER DIRECT (CD) REPORTS

A CD report is any trouble report received directly from a customer, the customer's representative, or a member of the general public. This includes any trouble reports from a Service Center, Marketing, Special Service Center, BellSouth Communications Service or any other employee **who has received a trouble report directly from a customer or the customer's representative**.

Most of the initial trouble reports you will receive will be CD. TAFI will automatically populate the correct category field for you.

6.3.2 CUSTOMER EXCLUDED (CX) REPORTS

Customer excluded reports ... excluded from what?

Consider that every time a customer calls regarding trouble with his service, there is a record of that call in LMOS. The first time a customer calls to report a trouble, that initial report is categorized CD. Should that customer call again about the same trouble condition, we take a "subsequent" report and "attach" it to the initial (or pending report). (Remember that LMOS will only allow one active trouble report on a telephone number at a time.)

Well, when we received the second (or third ...) report, is the phone broke twice? NO! The customer is calling about a previously reported problem and it's the number of problems (not the number of calls) that are reported.

⇒ **Note:** Actually the number of trouble reports is just one element of the reports used to measure the quality of service. Other factors include things like Receipt to Clear Times (for each kind of trouble description), overall duration, percentage of Repeat Reports, and others are included.

Therefore, subsequent reports are excluded, for analysis and measurement purposes, from the count of customer reports. The only CX category that you will enter is a subsequent report on an existing trouble report. (There may be other CX category reports but they do not apply to the work you do.)

6.3.3 EMPLOYEE ORIGINATED (EO) REPORTS

An Employee Originated (EO) report is any trouble report received from a BellSouth employee who detected a trouble-causing condition while performing his/her regular duties, independent of any conversation with the customer regarding the trouble.

CLEC users will never process EO reports and this information is provided only for completeness.

6.4 THE TROUBLE REPORT SCREEN

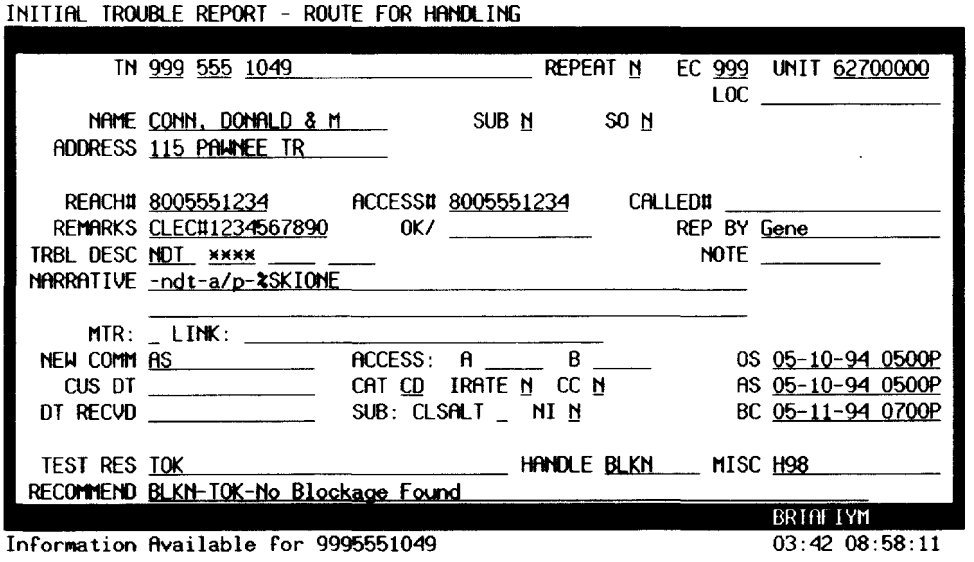

Figure 37 – Initial Trouble Report Screen

This is the screen you will use to complete your customers' trouble reports. It summarizes all of the entries made, displays any test results, recaps TAFI's recommendation and provides the opportunity for the user to add additional "narrative" information. This screen is your last chance to make any changes prior to sending the report to LMOS.

When you depress the Enter key at this screen, you will send the report to LMOS and TAFI will return the Initial Trouble Entry window. Depending upon TAFI's "recommendation", the report will be routed to the appropriate location for downstream resolution or TAFI will re-enter LMOS and close the report.

The TAFI Trouble Report screen will assist you in completing the gathering customer information required to resolve a trouble. In some cases, TAFI will skip over the Access and Commitment window during the flow of a trouble and you will enter the required fields directly on this screen. You can also update values previously entered.

At the Trouble Report Screen, TAFI provides:

- Formatted screen for completing / reviewing trouble information
- System prompts (to ensure proper entries are made)
- Messages to facilitate trouble reporting

- Job Aids for available services (via F1 - Help)
- Last chance to make any changes (i.e., add narrative, etc.) prior to sending report

6.4.1 SCREEN NAME

The name of the screen appears in the top left hand corner of the screen, i.e., Initial Trouble Report - Route for Handling, etc. This screen name summarizes the action TAFI recommends.

6.4.2 CUSTOMER INFORMATION SECTION

The Customer Information section is found in the top four lines of the Trouble Report screen. These fields are populated with information from LMOS about the customer's account.

6.4.2.1 TN (NPA-NXX-XXXXXXXXXXXXXXXXXXXXXXXX)

The area code and telephone number of the line in trouble is displayed here (along with any Terminal or Hunting attributes)

6.4.2.2 REPEAT

The Repeat report flag (value = Y/N) indicates that this customer has reported a trouble within the past 30 days. The repeat indicator is intended to measure of customer satisfaction. If a trouble condition was not corrected properly on the original report, and the customer calls to report it again, we consider it to be a repeat report. To simplify capturing data, a repeat report is defined as any initial report generated within 30 days of a previous report. TAFI automatically detects repeat reports and sets this flag to a Y (yes).

6.4.2.3 EC

The user's three-digit employee code will be displayed here. TAFI reads your EC from your profile.

⇒ **Note:** The EC value for all CLEC TAFI accounts are managed and maintained by the BellSouth Systems manager.

6.4.2.4 **UNIT**

Remember that the unit number defines the geographic location, and the type of technician (i.e., Residence, Business, etc.), that maintains this customer's telephone service. Each telephone number in the LMOS database has a Unit Number assigned to it.

6.4.2.5 **LOC**

The LOCation field further defines geographical information by identifying the central office (by name) providing dial tone to this customer (e.g., SHPT-MAIN).

6.4.2.6 **NAME** (Listed Name)

The customer's name, as listed in the telephone directory, appears in this field. If the customer has a non-published number, LMOS displays "NON-PUB" before the customer's name. Other flags will also appear in the Name field (e.g., *R * indicates that the customer is a Residential customer).

6.4.2.7 **ADDRESS** (Service Address)

The street address for where the service is located is presented in this field. In a number of situations, the bill to address may be different from the service address. (For example, you may be paying for your daughter's apartment telephone - the bill to address would be your home address while the service address would be your daughter's apartment address.) We must be able to direct the technicians to where the service is located in order to repair it.

⇒ **Note:** The first step in your customer contact after obtaining the telephone number of the line in trouble is to **verify the name and address on the account**. If the customer tells you information that doesn't match the LMOS record data, you confirm that you entered the correct telephone number.

Given the telephone number is correct, then the data in LMOS is not correct and you MUST enter the correct information in the Narrative line. You would enter for example: LN - Mr. Jones, SA - 123 Main St., where **LN** indicates Listed Name and **SA** indicates Service Address. This ensures that the technician goes to the

correct location (and uses the correct name when addressing the customer) to repair the problem.

In addition, you will take steps to correct the LMOS database by noting the discrepancy and providing the information to the Service Quality Desk (SQD).

6.4.2.8 SUB

This flag (Y / N value) indicates if this report is a Subsequent report (Y value) or an initial report (N value).

6.4.2.9 SO

The SO flag indicates if there is Service Order activity pending for this account (telephone number).

⇒ **Note:** This indicator just means that Service Order activity is present. It DOES NOT mean that the trouble reported is related to the Service Order.

6.4.3 TROUBLE SUMMARY SECTION

The next five lines of data on the Trouble Report screen summarize information about the trouble being reported:

6.4.3.1 REACH

As discussed earlier, this is the telephone number where the customer can be reached should BellSouth need to discuss this trouble after the initial contact. This reach number must be populated on all reports that are not closed on the initial contact. The Reach number may be the same as the reported number (and you enter '='), a 10 digit telephone number or a '0' indicating that no Reach number is available.

For all CLEC reports, enter the CLEC's contact number in this field

6.4.3.2 ACCESS

The access number is the telephone number the technician can call to obtain access to the property if the customer is not home.

For CLEC reports the user entered = on the Access and Commitment window and TAFI automatically populates the CLEC's reach number in this field.

6.4.3.3 CALLED

The called number field is used to record either the telephone number of the party reporting a problem in a Calling-Called situation (sometimes referred to as a Third Party report) or the specific telephone number that the caller is having trouble reaching.

For example: Mr. Jones called indicating that he has been trying to reach his mother for the past two hours and keeps getting a busy signal. We learned that we take the report on Mr. Jones' mother's telephone (Incoming - Busy when dialed). On that report, you enter Mr. Jones' telephone in the "Called #' field.

6.4.3.4 REMARKS

As indicated earlier, the Remarks field is reserved for providing additional information pertaining to the Reach number (e.g., ofc, cel phn, nbr, etc.)

⇒ **Note:** Additional information about the Access number is entered in the Narrative field.

For all CLEC trouble reports, the CLEC user may enter their internal trouble ticket number for cross-reference or leave this field blank.

6.4.3.5 OK /

Whenever you close a trouble report (either a Front End Close Out (see Section 6.12) or you close a report because the customer can confirm that the problem is cleared while on the contact), you **MUST** enter the name of the person who told you that it's OK to close the

report in this field. This (audit trail) information is automatically entered on the close out status line of the report when the report is closed.

⇒ **Note:** TAFI recognizes that the report will be closed and requires you to enter a value in this **OK /** field. The name you enter must be a unique, identifiable name (e.g., Mr. Jones) and NOT a generic Mr. If the name of the person telling you that it is OK to close the report is the same as the REP By name, you may avoid re-typing the name by entering the equal sign (=). When TAFI sees the '=' in this field, it automatically takes the name entered in the Rep By field and places it in the close out record.

6.4.3.6 **REP BY** (Reported By)

The name the CLEC employee processing the report (or calling it into the BRMC) will be entered in this field.

6.4.3.7 **TRBL DESC** (Trouble Description)

As discussed earlier, TAFI will automatically enter the correct LMOS Trouble Description Codes (TDC) based upon the information you provide. The first field is the actual TDC that describes the trouble that the customer is reporting (e.g., NDT). The second field contains the Out of Service indicator (OOSY / OOSN) and TAFI just displays **** (since TAFI determines this value based upon its internal rules). The remaining two fields may have additional modifiers. For example, if you queued a report, TAFI enters **BKDT** in the third field signifying that the report is being back dated.

⇒ **Note:** A back dated report means that the report is being entered with a Date and Time Received field populated with a value earlier than the time that the report is actually entered. TAFI automatically enters the back date reason in the narrative field (e.g., BK05 is the code indicating that the report was placed in the TAFI queue).

6.4.3.8 **NOTE**

During the flow of processing a trouble report, you may have elected to queue the report (more on queuing later). On the Access and Commitment window, you may have entered a reminder to yourself in the Note field. This reminder message is just displayed on the Trouble Report screen. Should you need to queue the report, and you have already reached the Trouble Report screen, you can enter a new Note value on this screen. (i.e., You have just tried to re-

contact the customer to close a report but the customer was not available. You may re-queue the report and try calling the customer later.)

⇒ **Note:** Your center will provide the local procedures on how many times you try to re-contact a customer before you take alternate actions.

6.4.3.9 NARRATIVE

We have discussed the Additional Narrative field on the Access and Commitment window. Now you see the entire Narrative field that will be sent to LMOS. Notice that TAFI populates information in this field for you, based upon the nature of the trouble.

You will enter any additional information, provided by the customer, that will assist the downstream technicians in repairing the problem. Although TAFI provides two lines for Narrative data, move the cursor to the end of the data pre-populated by TAFI to enter your new information. As you type in information, TAFI will automatically jump to the second line if needed.

LMOS has a limit of 99 characters (data and spaces combined) in the narrative field so you will learn how to abbreviate words in order to convey meaning with the minimum space used. The technicians use a Craft Access Terminal (CAT) to obtain their trouble reports. The CAT displays one line of narrative data which is 40 characters in length (i.e., displays just the first 40 characters). If the amount of narrative information exceeds 40 characters, TAFI automatically inserts a dollar sign ($) as the first character in the narrative field. This $ signals the technician that more narrative data is available on the report. The technician then knows that he must perform an additional transaction to see the rest of the narrative data.

⇒ **Note:** The data displayed on the Trouble Report screen does not display all the information TAFI places on the LMOS narrative field. For example, if the narrative exceeds 40 characters, TAFI inserts a $ as the first character. TAFI also inserts the Access # data as the first entry in this field (just after the $ if it is required). We discussed the format of this Access # information earlier. If the Access # field contains a unique number (other than the Reach #), TAFI inserts "ACN=NXXXXXX" or "ACN=NPANXXXXXX" - which could be up to 14 characters in length. If your displayed narrative approaches 99 characters, the last characters will be lost (TAFI inserts the ACN data and pushes off what ever does not fit in 99 spaces).

6.4.3.10 MTR

Indicates that the report is part of a Multiple Report situation and that it is either the "Parent" (P entered in this field) or a "Child" report (C entered in this field).

6.4.3.11 LINK

Displays the LMOS link assignment (typically the 10 digit telephone number of the Parent report) that tied the Multiple Trouble Reports together.

6.4.4 ACCESS AND COMMITMENT SECTION

The next four lines on Trouble Report screen summarize the access and commitment data entered earlier in the report. Again, this screen allows you to make any appropriate last minute changes prior to sending the report to LMOS.

The two fields not discussed earlier are:

6.4.4.1 SUB-CLSALT (Subsequent – close all Linked Troubles)

If a customer has more than one line, and he has a trouble on more than one line, then we enter a MTR report, these multiple reports are linked together in LMOS to ensure that only one technician gets dispatched to repair all the troubles at the customer's location.

Should a customer call back to indicate that everything is OK now on their multiple trouble reports (and we will discuss subsequent reports later), we want to **close all linked trouble reports in one transaction**. You do this by entering a Y in the CLoSe All Linked Troubles field on this screen. (The default value for this field is blank) When TAFI sends your subsequent report to LMOS (and if this Sub-CLSALT field has a Y), TAFI will automatically cause all of the linked reports to be closed.

6.4.4.2 NI (New Information)

This New Information flag indicates that there is new data provided by the customer when a subsequent report is processed. This flag is critical because it allows the technician to view the new information from his Craft Access Terminal (CAT). This field has a default value of NO. While processing a subsequent report, the TAFI flow determines if there is new information and automatically enters the correct value.

⇒ **Note:** In the non-TAFI environment you could update a pending report and not set the NI flag to "Y". If this happens, the technician may not see the new information just obtained - which may be critical to an efficient repair of the customer's trouble.

6.4.5 DISPOSITION SECTION

The last two lines on the Trouble Report screen tell you what TAFI will do with this report:

6.4.5.1 TEST RES (Test Results)

As information, TAFI displays the results of the MLT test (given that a test was performed). This information was used by TAFI in determining its recommendation.

6.4.5.2 HANDLE

When an *initial trouble report* is sent to LMOS, the LMOS Auto-Screener program looks at the report in order to make a determination as to where to send it. The auto-screener rules look at the initial report for a handle code. If one is present, the auto-screener executes the rules for that handle code (i.e., dispatch out - PD4). If the report does not contain a handle code, then the auto-screener tries to evaluate the report and sends the report to the correct entity.

TAFI determines where the report must go prior to sending the report to LMOS in the first place. Then, for every trouble report that is not closed on the initial contact, TAFI applies a handle code that tells the LMOS auto-screener where to send the report for final processing. TAFI utilizes the LMOS auto-screener as a traffic cop directing traffic.

The handle code is automatically applied to the report based upon TAFI's recommendation. You can not overwrite this field manually! In some situations you may have additional information, that TAFI does not have, that could impact where the report should be sent. In those rare situations you can redirect where the report is sent by utilizing the Override function (F12). When you override TAFI's recommendation, you will notice that the new recommendation will mirror your override selection and the appropriate handle code will be automatically entered. The Override function is discussed in Section 10, beginning on page 166.

6.4.5.3 MISC

The Miscellaneous field is a read only field that displays the internal TAFI code that corresponds to how TAFI developed its recommendation. This data is captured within TAFI for ongoing analysis and is not transmitted to LMOS as part of the trouble report. **For all practical purposes, you can ignore the information presented in this field.**

6.4.5.4 RECOMMEND

This field displays the recommendation that TAFI has developed to resolve this customer's trouble condition. This recommendation is based upon all of the values you entered (your responses to TAFI's questions), downstream systems data, internal rules, etc. **In most cases, the TAFI recommendation is the correct course of action to resolve the trouble condition.**

Should you have additional information about the report, you can Override TAFI's recommendation and select an alternative action path. However, experience indicates that you should only use the override function on rare occasions.

6.5 MAKING COMMITMENTS

The commitment on a trouble report is a definite day and clock hour by which BellSouth will fix the customer's reported trouble.

Along with the responsibility of setting correct commitments comes the responsibility of ensuring that you have captured all of the necessary information to help others meet the commitment to the customer. You must enter all pertinent information in the narrative, obtain reach and access numbers, provide appropriate remarks, etc. In other words, process a quality trouble report. And TAFI helps you ...

The commitment is entered in the New Comm field. TAFI displays the established commitment intervals for the basic trouble conditions (OS, AS, and BC) and automatically selects the correct choice based upon the analysis of the situation.

⇒ **Note:** Review 'OS, AS and BC' (Section 6.2.7) regarding established commitments

TAFI automatically enters OS for an out of service commitment and AS for an affecting service commitment.

The established commitments won't always be the same from one day to the next. Bad weather may cause the commitments to go to a later time as more troubles are reported. If a storm knocks down some cables, commitments may be made in days instead of hours. You should always explain unusual conditions (when you are aware of them) to customers so they will understand that the delayed commitment is not a normal practice.

BellSouth makes every effort to provide commitments that meet the customers' needs while maintaining a balance between the volume of work and the available work force. Often the customer's needs and wishes are for faster service than the company can give. Yet offering a satisfactory (and realistic) commitment gives real rewards.

1. The customer feels that his or her needs are understood, and an attempt is being made to satisfy them.

2. The load on the repair service is evenly distributed, everyone is busy but no one is overloaded.

3. A good commitment will normally be met.

Now, let's talk about the basic trouble conditions that determine the type of commitment you will offer:

6.5.1 OUT OF SERVICE (OS)

Out of service will be given if it has been determined that the customer is without telephone service **(can not make or receive calls)** after questioning the customer. It can be any of the following:

- NDT, BDR
- CBDT, DTAD
- ROL, GWN, RNA, NRNA, BSY, NSY
- A broken jack (and the customer has only one jack)

6.5.2 AFFECTED SERVICE (AS)

This is a trouble that interferes with, **but does not stop service**. The customer can make and receive calls. This includes reports of the following trouble on all phones.

- SDT
- HOOL, Crossed

- CBH, CH

6.5.3 BULK

The Bulk commitment is no longer used in BellSouth.

⇒ **Note:** TAFI only recommends OS and AS commitments.

6.6 COMMITMENT INTERVALS

There are two basic commitment field values pre-populated by the WMC. The times in these commitment fields will be offered under normal conditions. These fields are:

6.6.1 OS - OUT OF SERVICE

This commitment should be offered in cases where the customer cannot make or receive any calls from his location.

6.6.2 AS - AFFECTED SERVICE

This is the time interval in which a trouble condition can be repaired under normal circumstances. This commitment should be offered to all customers who report an Affected Service type trouble condition.

You should always sell your customer on accepting the established (TAFI recommended) commitment value for their particular trouble condition.

TAFI will provide automatic population of commitment times based on specific information. It will always match the commitment time to the Access Before time when the Access Before field is populated. Remember that although the populated commitment times can be overwritten, and **we strongly recommend that you let TAFI set this value, you may change the commitment time in only specific situations (see Section 6.6.4)**.